

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:

Case: 08-0575

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

2008 OCT 14 P 1:14 PM

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): ROCK FALLS COUNTRY MARKET
Against (Utility name): NICOR
As to (Reason for complaint) BILLING FOR FEBRUARY AND MARCH 2008
THESE WERE ESTIMATED READINGS, RESULTING IN A BILL
WITH CHARGES AT \$4660.35 OVER LAST YEAR SAME
TIME. AND ONLY THESE MONTHS SHOW THAT LARGE OF
A DIFFERENCE, COMPARED TO OTHER MONTHLY BILLING
in ROCK FALLS Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 928 1ST AVE ROCK FALLS, IL 61071

The service address that I am complaining about is 928 1ST AVE, ROCK FALLS, IL. 61071

My home telephone is (815) 625-7606

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 625-7606

My e-mail address is TERRY@RICOUNTRYMARKET.COM I will accept documents by electronic means (e-mail) ☒ Yes ☐ No

(Full name of utility company) NICOR GAS COMPANY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-IL ADM. PART 200.170 CH 1 SEC 200.170 (B)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. ON 4-10-2008 WE WERE BILLED \$10,590.94 FOR THE MONTHS OF FEBRUARY AND MARCH 2008. WE BELIEVE THIS TO BE OVER FOUR THOUSAND TOO MUCH. HAD A REPRESENTATIVE FROM NICOR COME AND CHECK AND ALL THOUGH HE COULD FIND NOTHING WRONG, FELT THE BILL WAS HIGH AS WELL. CONTACTED THEM AGAIN AND THEY WOULD NOT MAKE ANY ADJUSTMENTS TO THE BILL. SO IN APRIL OF SAME MONTH CONTACTED ICC AND MADE A COMPLAINT. FROM THERE ASKED NICOR TO TEST THE METER, BUT WASN'T TILL LATE AUGUST WHEN THIS WAS FINALLY DONE. TO WHICH AT THAT TIME ACCORDING TO THEM IT TESTED OK

Please clearly state what you want the Commission to do in this case:

REVIEW THE BILLINGS FOR ALL MONTHS ESPECIALLY FEBRUARY AND MARCH 2008. TO SEE HOW FAR THIS BILL IS OUT OF CONTROL, AS WE PRESENT OUR CASE YOU CAN SEE THAT EVEN WITH A RATE INCREASE THE BILL WOULD NOT BE THIS HIGH

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: OCTOBER 8 2008
(Month, day, year)

Complainant's Signature: Jerry L. Shouse

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

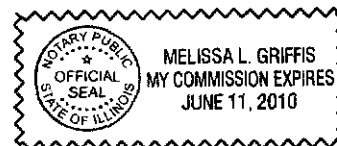
A notary public must witness the completion of this part of the form.

I, JERRY L. SHOUSE, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Jerry L. Shouse
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10-8-08

[Signature]
Signature, Notary Public, Illinois



(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.